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Owner: Waneta Perkins: CCH
MANAGER HIM EX
Area: Health Information
Management
Regulatory Tags:
Applicability: CC Clinic, CC Employees

Release of Information Outside Provider Referral/ Pre-op

PURPOSE

To coordinate and facilitate the release of CC-Clinic records to outside Non-CCH Clinics for upcoming surgical procedures and referral appointments.

CentraCare adopts the following Policy/Procedure for:

- CentraCare - Clinic
- CentraCare - Employee

POLICY/PROTOCOL

- A. In releasing any information about the patient, discretion and care is exercised to determine if inquiries and request for information are legitimate. ROI Staff are expected to understand Release of Information policies/procedures, HIPAA Compliance, and knowledge of legal manual guidelines. If there is any doubt as to the authenticity of a request, or question that the information to be released may harm the patient, the information is not to be released.
- B. Medical information will only be released Monday through Friday, 8:00-4:30 p.m. No information will be released on weekends or holidays. To pull and prepare the record to be forwarded to off-site facilities, request should be coordinated with the Health Information Management Department Release of Information Assistant at least 24-48 hours prior to the anticipated referral/pre-op appointment date.

PROCEDURE / GUIDELINE

- A. Referrals
 - 1. Open referral notice from in-basket
 - 2. Print-Screen the notice and save a copy to the designated folder in shared drive
 - 3. Mark the in-basket message as Done
 - 4. If the appointment is within the next month do ASAP

5. The goal is to process the referrals one to two months prior to scheduled appointments.
6. Enter the release in Epic
7. Look to see that all dictation that is needed has been typed and signed by the physician
8. If dictation is needed send a staff message to the provider to complete and sign dictation
9. Enter and save the records and referral orders that need to be sent into the release
10. If films are needed call the appropriate film room to request the films for mail, electronic delivery, or patient pick-up
11. Fax or mail the records (referral schedulers should indicate how the records should be sent). If the appointment is within the next week fax the records
12. If faxing the records ask the film room(s) to mail the films that are needed
13. Mark the release “fulfilled” in Epic
14. Delete the print screen entry from the designated share drive referral folder

B. Pre-ops

1. Open the pre-op notice in the in-basket.
2. Print screen the notice and save a copy to the designated surgery share drive folder.
3. Mark the in-basket message as Done
4. If the surgery is within three days send information right away
5. Enter the release in Epic
6. Look to see that all dictations and records are completed and signed by the physician
7. If dictation is needed send a staff message to the provider to complete and sign dictation
8. Look under “plan” section within the preoperative dictation to see if any additional tests were ordered. If ordered send the additional records that are indicated
9. Select all applicable pre-op records (i.e. preoperative consultation, EKG, and labs)
10. Fax the pre-op records with a cover page to the appropriate requesting facility
11. Mark the pre-op “fulfilled” in Epic
12. Delete the pre-op print screen note from the designated surgery share drive folder

REGULATORY CITATIONS

Facility specific, none stated

REFERENCE CITATIONS

Facility specific, none stated

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Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
CC HIM Leadership Committee	Lori Diederichs: CCH SR DIR SYS HEALTH INFO MGMT	05/2021
	Waneta Perkins: CCH MANAGER HIM EX	01/2021

Applicability

CentraCare - Clinic, CentraCare - Employees

COPY